



**Tool:** PCHI® Model CHW Job Description

**Intent:** CHW job description which outlines responsibilities, education, and skills needed for the role

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## Sample CHW Job Description

[Name of Care Coordination Agency (CCA)] is seeking individual(s) for the position of community health worker (CHW) to support the work of the [Name of PCH] and the implementation of the Pathways Community HUB Institute® Model.

A community health worker (CHW) is a trusted individual who contributes to improved health outcomes in the community and has a close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison between health/social services and individuals in the community in order to facilitate access to services. CHWs serve the communities in which they reside and/or communities with which they share ethnicity, language, socioeconomic status, or life experiences.

### **CHW general responsibilities:**

- Builds trust and relationships with individuals within the community and other community-based organizations.
- Builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy;
- Serves as a community liaison between target populations, agencies, and providers
- Provides guidance and social assistance to community residents;
- Enhances community residents' ability to effectively communicate with healthcare providers;
- Provides culturally and linguistically appropriate health education;
- Advocates for individual and community health;
- Provides referral and follow-up services or otherwise coordinates care; and
- Identifies and helps enroll eligible individuals in federal, state, and local private or nonprofit health and human services programs.

### **CHW specific responsibilities:**

- CHW will use knowledge of and experience in the community to recruit eligible people for participation in the PCH.
- Verify eligibility, complete consent form, and all documentation (Release of Information, Demographic Form, Visit Form, Progress Form and Standard Pathways) and tools as needed for enrolling the population being served;
- Work with enrolled participants in the community to identify needs and connect them to community-based resources and services to remove

barriers to care; it is anticipated that approximately % of CHW time will be spent in outreach, % recruitment, % face-to-face visits, % other)

- Complete plans and case related documentation within established time frames;
- Ensure participants schedule and attend medical appointments with any providers as needed;
- Educate enrolled participants on topics relevant to their situation using the PCHI® Model Learning Modules;
- Maintain a full-time active caseload of participants, in alignment with PCH policies;
- Comfortable utilizing software system to track and monitor participant progress;
- Attend PCH required trainings and monthly meetings and
- Ability to obtain CHW certification (where possible) within 6 – 12 months of hire

### **Education / Experience / Skills:**

- Minimum of High School Diploma or GED Equivalent
- One (1) to Three (3) years recent related experience preferred
- Strong interpersonal and communication skills
- Bilingual in English/[language] is a plus
- General knowledge of medical terminology
- Ability to communicate effectively, function independently, manage time efficiently, organize work flow, and maintain confidentiality
- General knowledge of health and social service resources in the community
- Problem-solving skills
- [Any specific computer knowledge required], computer skills

### **Affirmative Action/Equal Opportunity Employer (EOE) statement**

As an EOE, CCA is intentional about its responsibility of maintaining an equitable environment that is inclusive and welcoming. We hire, support, and promote talented individuals using a process that is fair and equitable to all that apply. We believe differences such as age, race, culture, ability, and sexual orientation are valuable and an asset to our organization. We believe differences —such as age, race, culture, ability, sexual orientation, or other legally protected classes—are valuable and an asset to our organization.

## Signatures

This job description has been approved by:

CCA Director \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_